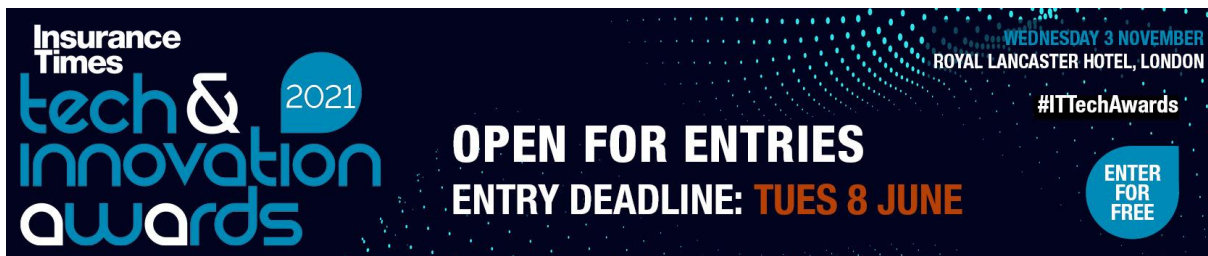




## Tech & Innovation Awards Categories

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## Open for entry

### Best Customer App

This category is open to any UK insurance business with a 'must-download' app/voice-activation device that is having a positive impact on its target audience.

Entrants should be able to demonstrate that the app has been embraced by the customer and is helping to improve business efficiencies. Evidence of internal KPIs and/or data on customer use will be helpful for the judges.

1. Please briefly describe what your app does (100 words max)
2. What is unique about it? (50 words max)
3. How has it benefitted the customer? (100 words max)
4. Can you provide any evidence of success such as KPIs and/or financial performance? (100 words max)
5. How do you see your app developing over the next five years? (100 words max)

**Please note: This next section is optional but filling it may help judges in their decision making.**

Please provide any testimonials from customers and/or a statement from the managing director or a senior level colleague. *(max 50 words per statement)*

### Best Use of AI

This category is open to UK insurers, brokers, MGAs and insurance partners adding value via artificial intelligence.

Entrants should be able to demonstrate how artificial intelligence has been utilised in areas such as enhancing customer service, driving marketing initiatives, new product development and/or achieving improvements within their own organisation. Any information/data showing that targets have been met or exceeded, such as internal KPIs, will be considered favourably by judges.

1. How has your AI proposition helped your customers' experience and/or improved performance in your own business? (100 words max)
2. What is unique about it? (50 words max)
3. How has it helped your business gain a competitive advantage? (100 words max)
4. Please provide three metrics you use to measure success (one of which must be financial) with results against targets set for each metric (100 words max per metric)

**Please note: This next section is optional but filling it may help judges in their decision making.**

Please provide any testimonials from customers and/or a statement from the managing director or a senior level colleague *(max 50 words per statement)*.

### Best Use of Technology for Customer Experience

This category is open to UK insurance companies, FCA-regulated brokerages, MGAs and third party providers embracing new technology to make a real difference to their customers' experiences.

Entrants should be able to outline the impact of new systems and processes with facts and figures that evidence success.

1. Who was the technology targeted at? (50 words max)
2. What problem was it solving? (100 words max)
3. Why was it a success? (100 words max)
4. Can you provide any evidence of success such as KPIs that were met successfully for yourself and/or enhanced performance of your partners? (100 words max)

**Please note: This next section is optional but filling it may help judges in their decision making.**

Testimonials from end clients can be included to support your entry but are not essential (50 words per statement)

### Best Use of Technology for Customer Experience – Claims

This category is open to UK insurance companies, FCA-regulated brokerages, MGAs and third party providers embracing new technology to make a real difference to their customers' claims experiences.

Entrants should be able to outline the impact of new systems and processes with facts and figures that evidence success.

1. Who was the technology targeted at? (50 words max)
2. What problem was it solving? (100 words max)
3. Why was it a success? (100 words max)
4. Can you provide any evidence of success such as KPIs that were met successfully for yourself and/or enhanced performance of your partners? (100 words max)

**Please note: This next section is optional but filling it may help judges in their decision making.**

Testimonials from end clients can be included to support your entry but are not essential (50 words per statement)

### Data Analytics Excellence Award

This category is open to UK insurers, brokers, MGAs and insurance partners adding value via data analytics.

Entrants should be able to demonstrate how data analytics have been utilised in areas such as enhancing customer service, driving marketing initiatives and/or achieving improvements within their own organisation. Any information/data showing that targets have been met or exceeded, such as internal KPIs, will be considered favourably by judges.

1. How has your data analytics proposition helped your customers' experience and/or improved performance in your own business? (100 words max)
2. What is unique about it? (50 words max)
3. How has it helped your business gain a competitive advantage? (100 words max)
4. Please provide three metrics you use to measure success (one of which must be financial) with results against targets set for each metric (100 words max per metric)

**Please note: This next section is optional but filling it may help judges in their decision making.**

Please provide any testimonials from customers and/or a statement from the managing director or a senior level colleague (*max 50 words per statement*).

### Fraud Technology Solution of the Year *sponsored by Carpenters Group*

This category is open to insurers, brokers, service providers and organisations who have used technology to create a solution to specifically address fraud issues. Those who have worked in partnership on a fraud technology solution can also enter here.

Judges will be looking for forward-thinking approaches and clear results and will be particularly interested in those that can demonstrate a wide and beneficial impact. While entrants must be able to demonstrate positive results over the last 15 months (since January 2020), the technology itself might have been implemented earlier.

1. Please briefly describe your fraud technology solution (100 words max)
2. Who were the target beneficiaries? (50 words max)
3. When did it launch? (50 words max)
4. What is unique about it? (50 words max)
5. How does it meet your company objectives? (100 words max)
6. How has it given you a competitive advantage? (100 words max)

**Please note: This next section is optional but filling it may help judges in their decision making.**

Please provide any testimonials from your customers or Managing Director/senior level colleague (*max 50 words per statement*).

### Insurance Start-up Award

This category is open to all UK B2B and B2C start-ups (launched within the last three years) able to demonstrate that they have won over their clients/customers.

Judges will look for concepts and initiatives that have helped to achieve efficiencies or enhance customer service. Innovation and original business ideas will be looked upon favourably. Client/customer testimonials will also be welcome.

1. Please describe when your start-up began and what it does (100 words max)
2. What is unique about it? (50 words max)
3. How has it benefitted the customer? (100 words max)
4. Can you provide any evidence of success such as KPIs and/or financial performance? (100 words max)
5. Where do you see your start-up in five years' time? (100 words max)

**Please note: This next section is optional but filling it may help judges in their decision making.**

Please provide any testimonials from customers and/or a statement from the managing director or a senior level colleague (max 50 words per statement).

### Internet of Things Breakthrough Award

This category is open to UK brokers, insurers or suppliers making a special contribution to the Internet of Things.

Self-driving vehicles, telematics, the connected home and wearable devices across GI/health are continually transforming the insurance landscape. Judges will be particularly interested in entries that can demonstrate innovation and/or a tangible and lasting impact on their customers.

1. Please briefly describe what your IoT breakthrough does (100 words max)
2. What is unique about it? (50 words max)
3. How has it benefitted the customer? (100 words max)
4. Can you provide any evidence of success such as KPIs and/or financial performance? (100 words max)
5. Where do you see this proposition developing over the next five years? (100 words max)

**Please note: This next section is optional but filling it may help judges in their decision making.**

Please provide any customer testimonials (max 50 words per statement).

### Risk-Modelling Technology of the Year

This category is open to UK stand-alone risk-modelling firms or risk modelling units within other companies, such as insurance or reinsurance brokers.

Judges will be looking for creative thinking and innovation in the risk-modelling arena and will be particularly interested to hear from those who have modelled a new risk, or developed a new way of helping their clients gain a deeper understanding of their risks.

1. What risk or risks does your technology model? (50 words max)
2. What is unique about the model and/or its approach? (100 words max)
3. How does the technology give users a better understanding of the risk(s) it models? (100 words max)
4. Can you provide any evidence or figures that show how the model has helped clients identify and mitigate risk? (100 words max)

**Please note: This next section is optional but filling it may help judges in their decision making.**

Please provide any testimonials from customers and/or a statement from the managing director or senior level colleague (*max 50 words per statement*).

### Technology Innovation of the Year

This category is open to smart, forward-thinking FCA-regulated brokers and insurers operating in the UK, as well as their technology partners/providers.

Judges will look for evidence of pioneering and compelling technology innovations that have won over customers, enhanced internal working practices or improved business performance. This is about a specific initiative/innovation, launched within the last three years, that can demonstrate positive results and improvement over the last 15 months (since January 2020).

1. Please briefly describe your technology innovation (100 words max)
2. Who were the target beneficiaries? (50 words max)
3. When did it launch? (50 words max)
4. What is unique about it? (100 words max)
5. How does it meet your company objectives? (100 words max)
6. How has it given you a competitive advantage? (100 words max)

**Please note: This next section is optional but filling it may help judges in their decision making.**

Please provide any testimonials from your customers or Managing Director/senior level colleague (*max 50 words per statement*).

### Technology Partner of the Year

This category is open to UK technology suppliers, consultancies, or other business partners with a standout, role model approach to partnership.

Judges will be particularly impressed by those that have worked with an insurer, broker or MGA to successfully solve a problem, or help to realise new opportunities. The entry *must* include a testimonial from the insurer, broker or MGA partner.

1. Please describe the purpose of the partnership (100 words max)
2. What made it a success? (100 words max)
3. Can you provide any evidence of success such as KPIs that were met successfully for yourself and/or enhanced performance of your partners? (100 words max)
4. Please provide a testimonial from the insurer, broker or MGA Partner (50 words max)

**Please note: This next section is optional but filling it may help judges in their decision making.**

Please provide any additional testimonials from your customers or Managing Director/senior level colleague (*max 50 words per statement*).

### Nomination only

#### Best Broker Software Management House

This category is for UK software house broker management systems that have reached new heights of excellence in Etrading for the broking community.

Please note, this category is not open for entries. The shortlist will be selected by the Insurance Times' editorial team from the results and findings of the 'Insurance Times Etrading Insight Report'. All shortlisted companies will be invited to present (virtually) to our expert panel of judges on Wednesday 28 July and the winner will be revealed at the Awards Ceremony on 3 November.

#### Best Insurer Extranet

This category is for UK insurer extranet platforms that have reached new heights of excellence in Etrading for the broking community.

Please note, this category is not open for entries. The shortlist will be selected by the Insurance Times editorial team from the results and findings of the 'Insurance Times Etrading Insight Report'. All shortlisted companies will be invited to present (virtually) to our expert panel of judges on Wednesday 28 July and the winner will be revealed at the Awards Ceremony on 3 November.

#### Investor/Corporate Innovator of the Year *sponsored by Sørn*

This category is for UK based insurance companies and VCs that have demonstrated success in partnering with or creating new Insurtechs, or investing into start-ups or scale-ups. Judges will expect to see tangible output from the new venture activity and evidence of the impact had on the wider insurance market.

Please note, this category is not open for entries. The shortlist will be selected by the Insurance Times' editorial team in conjunction with industry experts. All shortlisted companies will be invited to present (virtually) to our expert panel of judges on Wednesday 28 July and the winner will be revealed at the Awards Ceremony on 3 November.

### Technology Champion of the Year

This award recognises an outstanding individual who has made a real difference to their customers, or the organisation they work for.

Please note, this category is not open for entries. The shortlist will be selected by the Insurance Times' editorial team and the final decision will rest with the industry. Anyone working in insurance will have an opportunity to cast their vote for the 2021 Technology Champion.

The shortlist and voting details will be published in July.